

## Operations Management Executive

**Results-oriented executive with over 10 years of experience in operations management, organizational restructuring, information technology, product development, and digital transformation.**

Advisory Board Member with demonstrated expertise in directing day-to-day corporate operations, creating business strategies, plans, and procedures, and managing all aspects of product life cycle management from conception to presales marketing and successful launch. Innovative global executive and thought leader with solid history of success in translating thoughts and ideas into tangible product requirements, driving product mission, strategy, and roadmap with strong focus on lean methodologies, and providing engineering involvement in product discovery. Performance driven and visionary executive with proven track record of recruiting, training, and managing cross-functional teams to achieve shared visions and goals. Expertise in leading technical projects from start to end using agile/waterfall methodologies, preparing strategic plans and control structures, and ensuring successful completion on-time and within budget.

## Areas of Expertise

- Executive Leadership & Management
- Requirement & Data Gathering
- Budget Preparation & Administration
- Strategic Business Planning & Analysis
- Software Development & Optimization
- AI/DL Application Development
- Innovative Solution Development
- Stakeholder Engagement & Influencing
- Operational Excellence & Leadership
- Market Research & Trend Analysis
- Project Planning & Execution
- Innovation & Change Management
- Team Training & Leadership
- Relationship Management
- Business Development
- Product Roadmap Planning
- Issues & Conflict Resolution
- Market & Branding Strategy

## Career Experience

**Quality MD, Sacramento, CA (Remote) & Virtue Analytics, St. Paul, MN (Remote)**

**2021 to Present**

### Advisory Board Member

Enhance quality of medical care for patients and doctors and serve as wise counsel for executive members to resolve potential issues raised by CEO/directors. Assess and monitor business performance and provide effective recommendations for improvements. Provide expert-level guidance on market strategy and business expansion to increase organizational growth. Analyze business requirements and design innovative solutions and strategies accordingly to accomplish business objectives.

- Contributed to optimization of educational institutions' decisions across all key admissions processes in student journey to improve retention, graduation rates, and overall value for student and institution.
- Guided on the expansion of Quality MD within the medical market on attracting investors and expanding network.
- Expanded Virtue Analytics network within education industry based on marketing/network building strategy as well as design of effective pitch deck presentations to attract investors.

**Samex LLC, Troy, MI**

**2020 to 2021**

**Strategy & Operations Director, 2021**

**Operations Manager, 2020 to 2021**

**Product Manager, 2019 to 2020**

Oversaw product development lifecycle from concept to design, sample production, testing, forecasting, cost, mass production, promotion, and support. Directed strategy development process for Samex and major clients by leveraging in-depth knowledge of business, brands, and clients. Developed and implemented innovative solutions to complex brand and communications challenges on behalf of company and clients. Created and executed systems to initiate mentorship as well as cross-departmental training/collaboration to improve business efficiency. Increased and maintained business growth and expansion through the development of robust business structures, procedures, and strategies. Formulated and deployed HR policy to ensure consistent and fair execution of employee-related practices across the organization. Led all marketing operations, such as market research, strategic planning, content development, and graphic design to accelerate business awareness. Defined product and services roadmaps with a focus on maximizing client satisfaction and retention. Conducted effective training and development programs for staff on agile, mindfulness, and management to boost knowledge and performance.

- Led entire product/services suite and introduced strategic redesign of company offerings, including partnerships, internships.
- Spearheaded all running projects from start to finish, ensuring successful delivery on-time and within budget.
- Arranged strategy sessions for founder and guided on financial, investing, budgeting, and expansion of brand/company.

- Planned and directed successful business, operations, and brand transformation of Samex from SASS/IT as Service Company to consulting and corporate training company.
- Trained, coached, and transformed internal team via changes of business structure, procedures, and internal training practices while converting business analysts to digital marketing and product managers.
- Identified and managed three sub-brands for Samex and partners for more niche targeting within medical, Fintech, and marketing industries.

## **Logicdrop, Berkley & Ferndale, MI**

**2015 to 2018**

### **Chief Operations Officer | Director of Project Management, 2016 to 2018**

Maintained organizational continued growth and expansion through the creation and execution of strategic processes, infrastructures, and effective management practices. Built and executed business plans as well as sales and marketing strategies to boost corporate revenue. Coached and mentored employees; improved performance at individual and group levels.

- Evaluated and redesigned whole organizations through effective communications, HR strategies, and usage of apps/new project management and work procedures.
- Employed agile and lean strategies within operations, IT, and marketing procedures to drive operational performance.
- Headed and successfully delivered all 30+ projects within time and budget constraints while implementing new procedures for stronger and more effective management and team development strategies.
- Assessed and restructured project management procedures, which enabled leaner and agile project management.
- Initiated best practices training (revival of lunch and learns) to mitigate training gaps.

### **Technical Project Manager, 2016**

Delivered tactical support in daily scrum/standup and eliminated blockers to achieve sprint goals. Provided effective coaching to clients and team on efficient practices as a Scrum Master.

- Oversaw projects using agile methodologies for the development of competitive solutions for clients.
- Utilized Microsoft Project, Jira, Kanban, and Gitlab to prepare and present detailed reports to founders and clients on project health and wealth metrics.

### **Business Analyst & Software Developer, 2015 to 2016**

Managed full software development lifecycle, including requirement gathering and analysis, coding, design, testing, and debugging. Performed black box testing and supervised test-driven development, system analysis, and design using UML methodologies.

- Initiated, organized, and steered daily company-wide standup meetings to discuss day-to-day issues.
- Contributed to optimization of development process, which led to promotion to next role as technical project manager.

*Additional Experience as Independent IT Strategy Consultant*

## **Education & Credentials**

**Global Master of Business Administration (MBA), 2019** | IE Business School, Madrid, Spain (Global)

**Project Management Specialization, 2015** | University Of California Irvine, Irvine, CA

**Bachelor of Arts in Philosophy, Chemistry, and Sociology, 2013** | Michigan State University, East Lansing, MI

### **Certifications**

Executive Certification in Global Management (2019), University Of California, Los Angeles, CA

Global Business, Executive Certification (2018), INSPER, São Paulo, Brazil

Executive Development Certification (2018), Singapore Management University, Singapore

### **Honors & Awards**

Won NFT Award and Scholarship to Oaksterdam University (Award for NFT/Fine-art piece titled "Clandestine State" , in University's first ever digital art contest. Granted scholarship to Cannabis and Business program)

Green Packaging Proposal Winner (Presented a winning proposal for an innovative material that is sustainable, cost/ performance competitive, and overall environmentally ethical, for their packaging needs).

Environmental Art Award (Award for best art piece that exemplified the importance of biodiversity)

Chancellor's Art Award

Six Consecutive Years of Superior Rating In Piano by Issued by National Federation Of Music Clubs